ACCOUNTS RECEIVABLE INVOICE PROCESSING Chapter 4 Clearing Customer Accounts



Clearing Customer Accounts

Customer accounts will be cleared when the balance due has been reduced to zero by receipt of payments, credit memos and/or abatement adjustment. The automatic clearing program runs nightly and will clear accounts that have:

- The same customer number
- · An equal number of debits and credits
- Matching assignment numbers

Accounts that have an equal number of debits and credits but do not have matching assignment numbers must be manually cleared using Transaction F-32.

Customer accounts should be reviewed periodically for open items that have not cleared automatically.

CUSTOMER PAYMENTS

Customer payments should not be confused with revenue that comes from various other sources. For example, the sale of a Game & Fish license, is a revenue receipt rather than a customer receipt. The purchase of a Game & Fish license is optional and would not require a customer invoice. These types of revenues are recorded and deposited upon receipt.

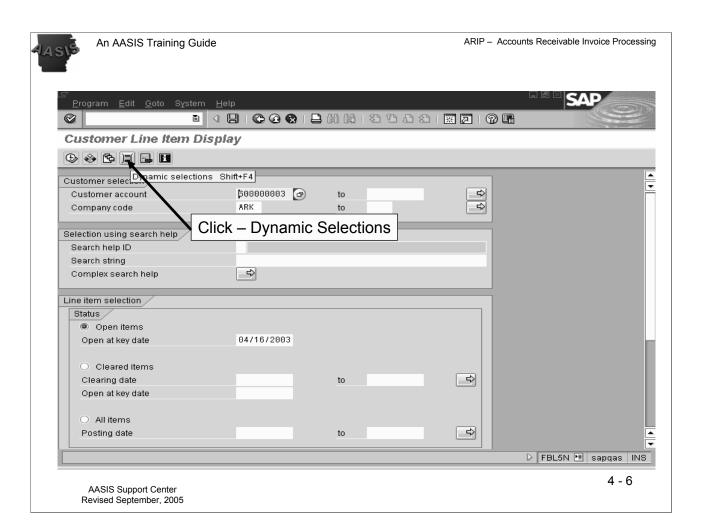
CUSTOMER PAYMENTS – cont.

Customer payments are receipted into the cash journal. Automatic clearing occurs when the customer number, amount received and assignment number all match the receivable record. Posting requirements for customer receipts are:

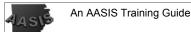
- G/L account The revenue account used on the customer invoice is entered in the text field for printing on the deposit slip
- Cost Center Cost Center must be the same one used on the customer invoice to derive the fund intended for deposit
- Fund The fund must be the same fund that was used on the customer invoice
- Assignment number The customer invoice document number
- Customer Account number Customer nine digit account number

CUSTOMER LINE ITEM DISPLAY – FBL5N

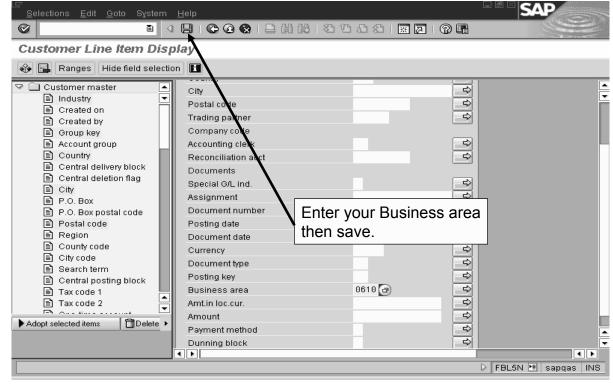
Transaction FBL5N allows you to display customer line items for review. The ASC recommends periodic review of open items to identify items that have not cleared automatically.

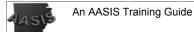


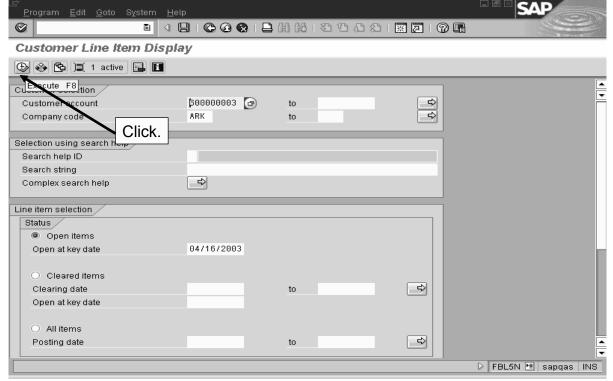
To display an open items report for your business area, click on the Dynamic Selections icon.



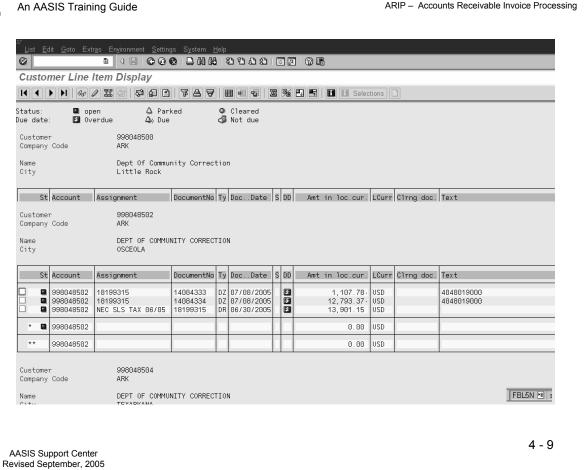
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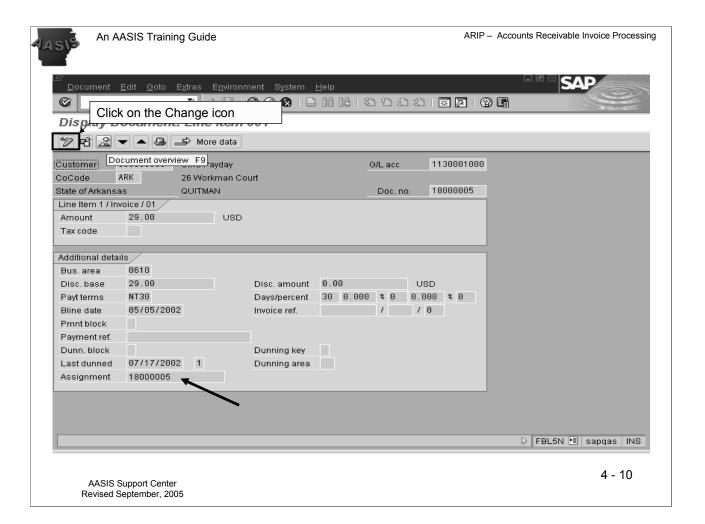




Review open items for debits and credits that net to zero. It may be a DR (Customer Invoice) and a DZ (Customer Payment) or DG (Customer Credit Memo) document or a combination of all three.

Note in the example above there are two payments (DZ documents) and one customer invoice (DR document). The assignment number on the customer invoice is not the document number. Therefore, the automatic clearing program did not clear the two payments against this invoice.

The assignment number can be changed to facilitate the next automatic clearing by double clicking on the document.



To change the Assignment number, click on the change icon. The assignment field will turn white and allow changes. When changes are complete, click on the Save disk.

The items should clear with the next automatic clearing run.

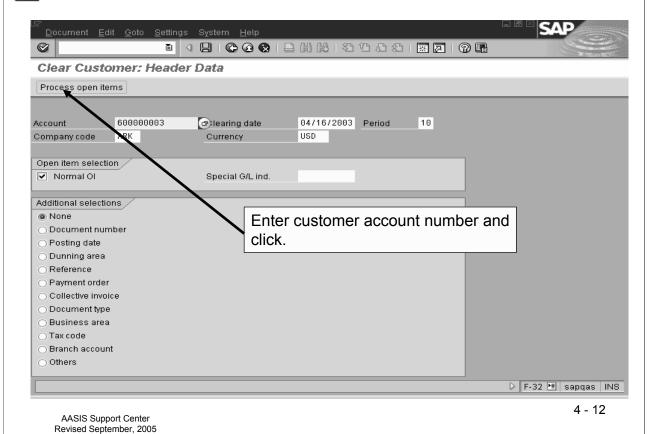
For other uncleared items to be cleared, go to Transaction F-32.

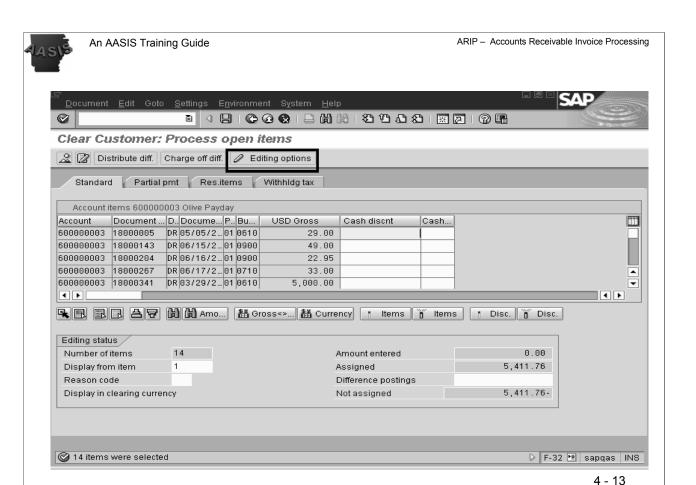
CLEAR CUSTOMER - F-32

Transaction F-32 is used to manually clear a customer open items.

Before completing this transaction the first time, the following slides show steps to follow and some other settings that may be helpful.





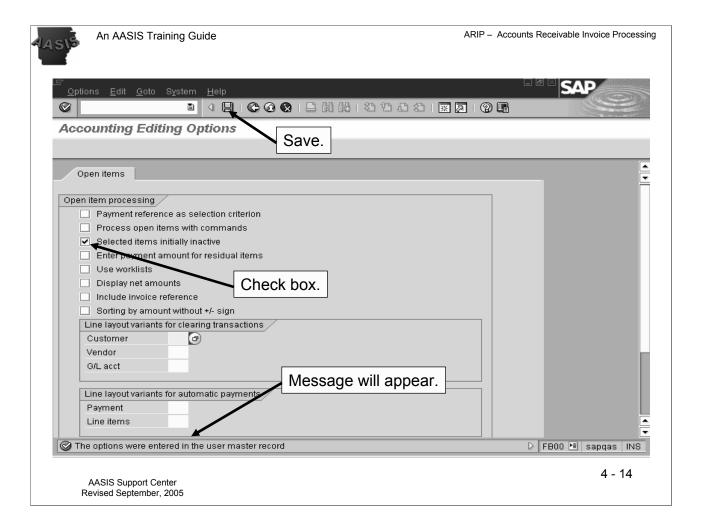


ALL line items (USD gross) relating to the customer, not just the ones from your business area, will be listed in blue.

Before processing:

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Click - Editing options

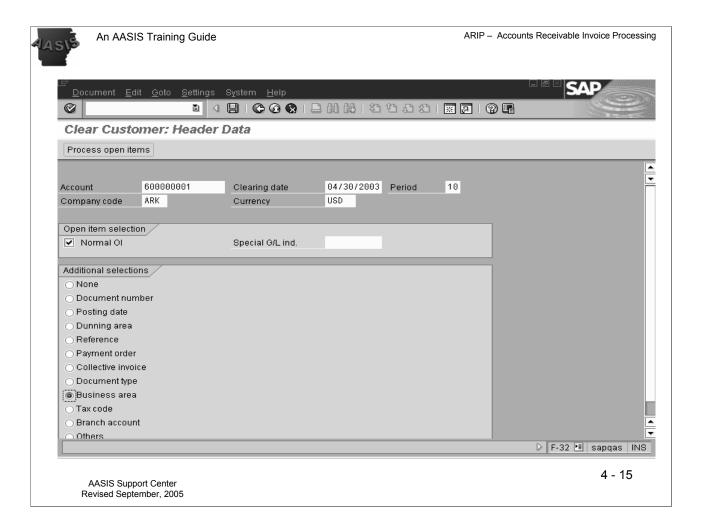


- Check the "Selected items initially inactive" box.
- · Click on the Save icon.

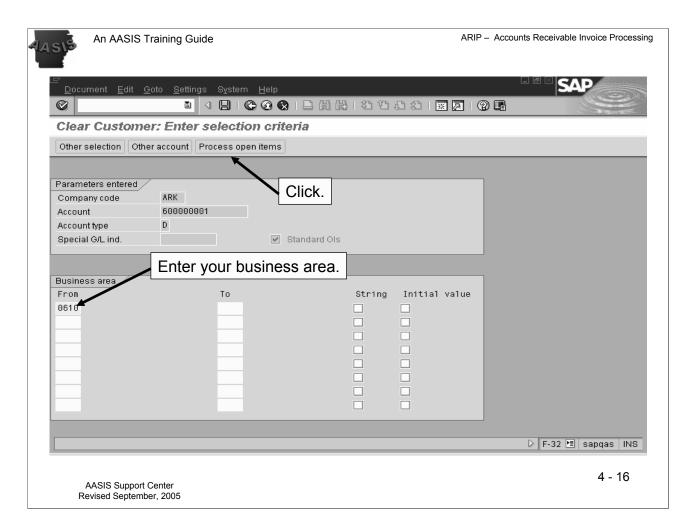
The above process will only need to be completed once. This will set the user default for items to always be initially inactive.

NOTE: Upon completion of this process you must exit (green arrow back) the transaction to the main screen for the options to be activated.

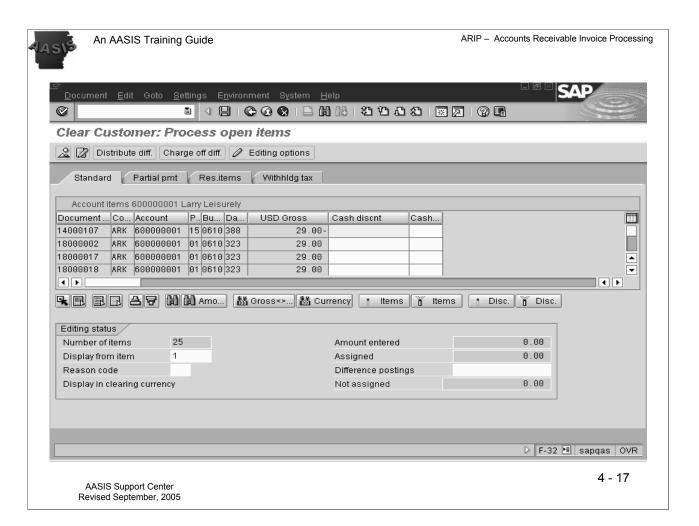
Enter transaction F-32 in transaction bar.



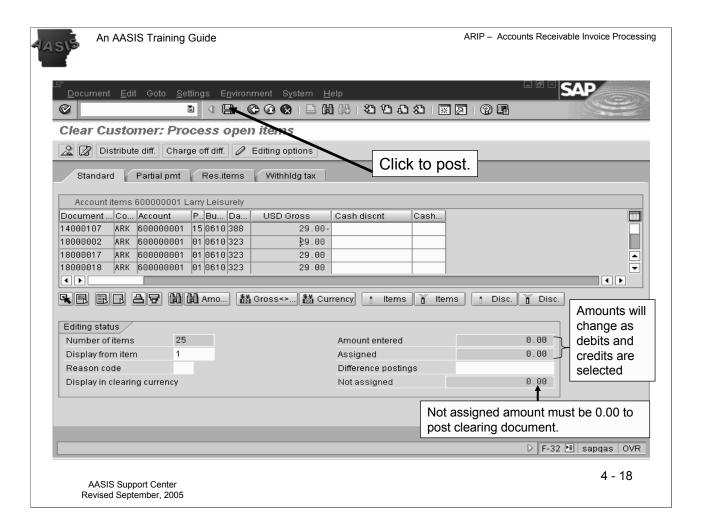
- Enter the customer number
- Click in the Business area box
- · Hit the enter key or click on the Process open items button



- Enter your business area
- · Click on the Process open items button



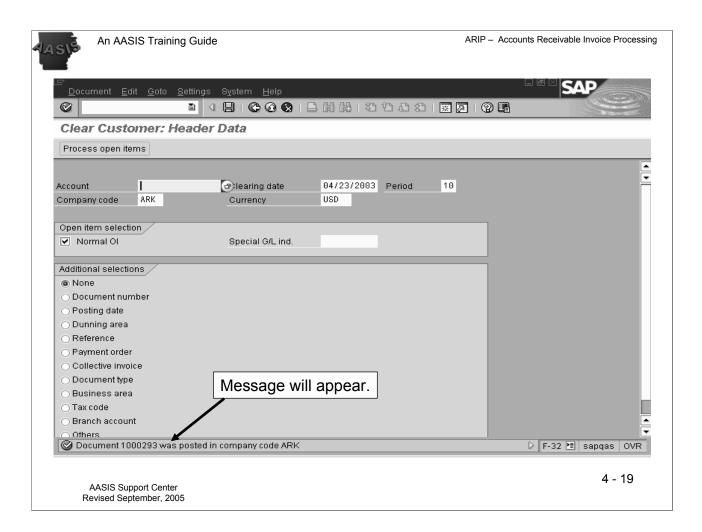
The line items should appear in black. Select the lines that need to be cleared by double clicking on the individual amounts.



Double clicking on the amount will change the amount from Black to Blue.

As items are selected, the amounts in the Amount entered and Assigned fields will change. The amount in the "Not assigned" field must be zero before posting.

Click on the Post icon.



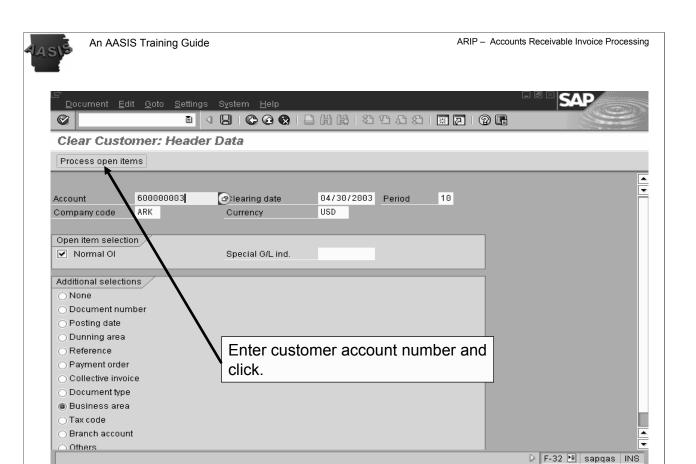
A message will display the document number posted at the bottom of the screen.



CLEAR CUSTOMER – F-32 ABATEMENT

Transaction F-32 is also used to clear open receivable balances that have received approval from the Director of the Department of Finance and Administration (or other appropriate authority if constitutionally exempt), for abatement of uncollectible accounts receivable.

This example is the process for clearing uncollectible accounts.

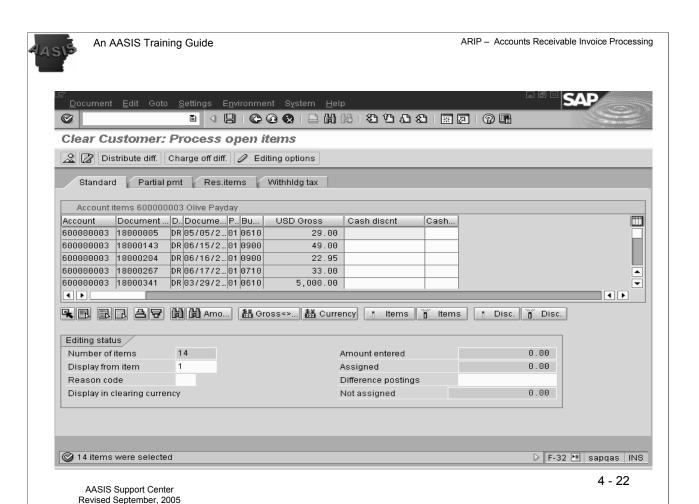


- · Enter the customer account number
- · Click on the Business area button

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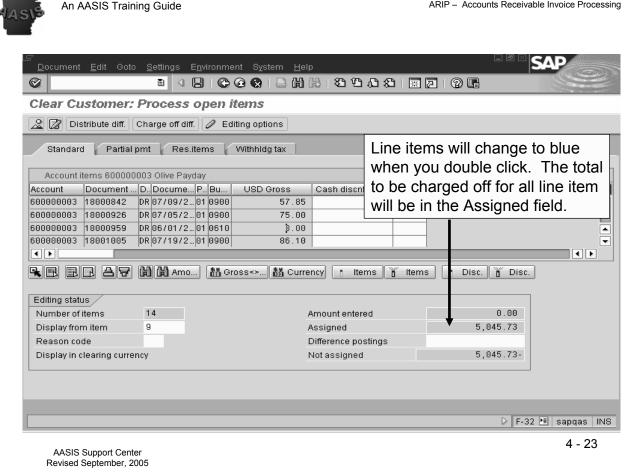
· Click on the Process open items button

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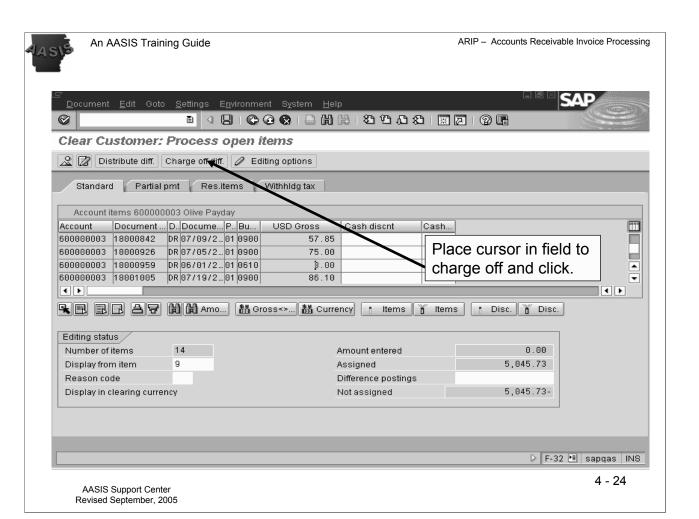
All open items for the customer will display



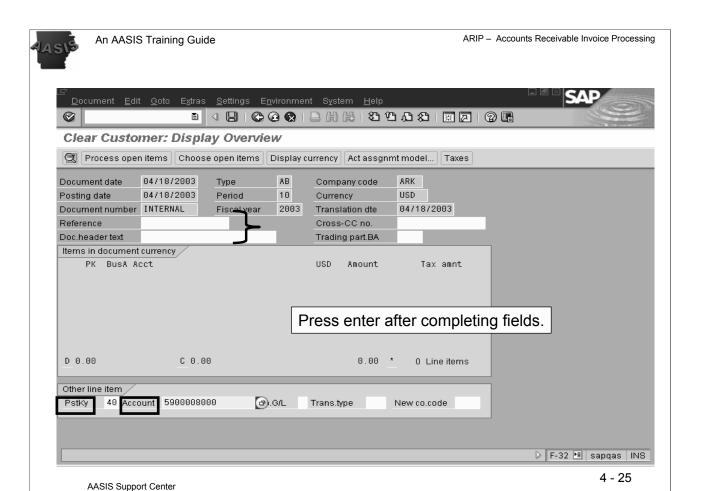


Double click on all items until the balance to be charged off is displayed in the "Assigned" field.

Be sure when you select the line items to be charged off that they match the document number on the Customer Line Item Display (FBL5N).



Each line item selected must be charged off individually. Place the cursor on a line to be cleared and click on the Charge off diff button.

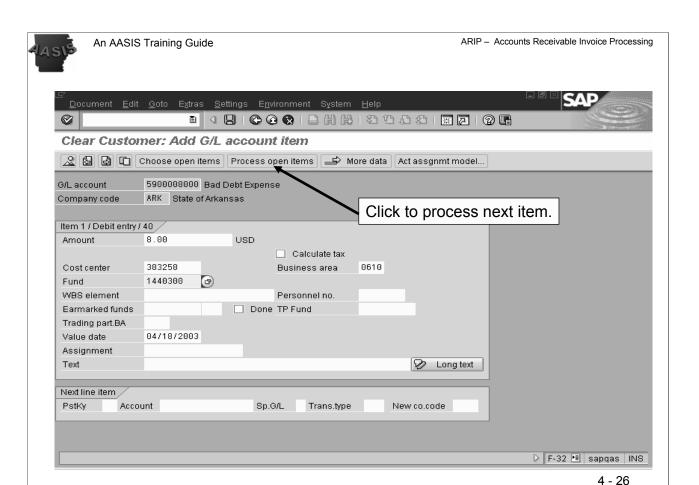


Enter:

- Reference this should be in reference to the approved abatement
- Doc header text additional abatement identifying information
- PstKy the posting key will be 40 for the debit entry
- Account 5900008000 (Bad Debt Expense) will be the GL account.

Hit the enter key

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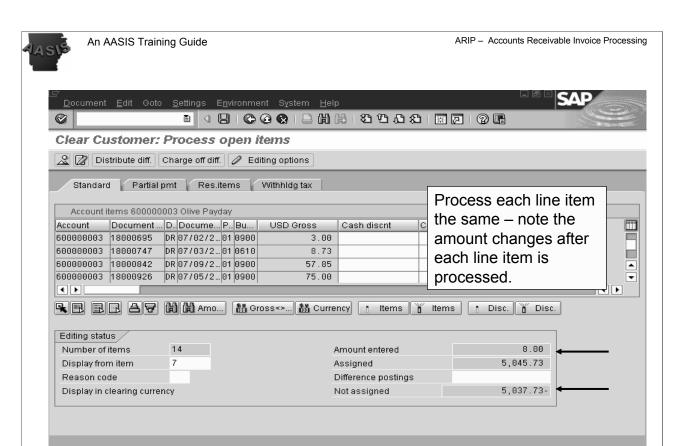
Complete the following fields:

- Amount amount of the line item to be cleared
- · Cost center cost center used on the invoice being abated
- Hit the enter key

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- Business area should derive from the cost center
- Fund should derive from the cost center and must be the same as was used on the invoice being abated

Click on the Process open items button.



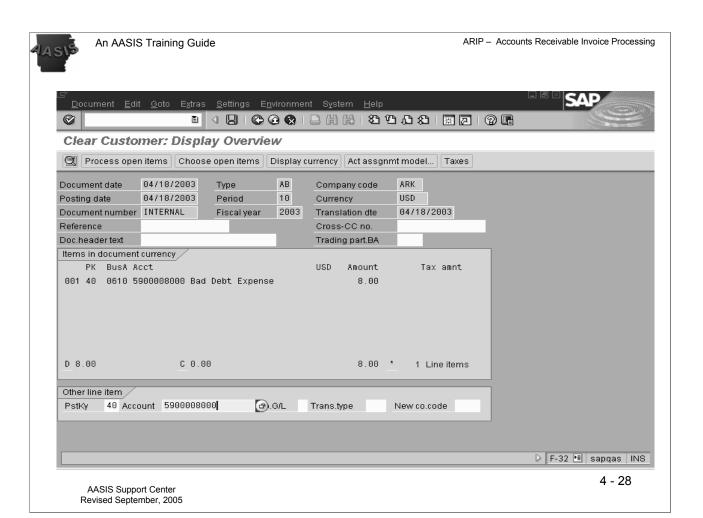
The Clear Customer: Process open items screen will display again.

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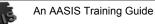
4 - 27

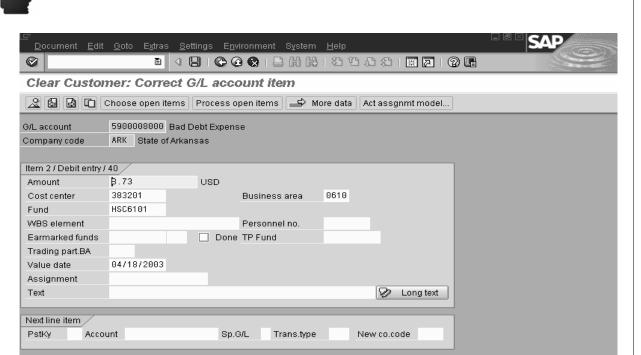
The Amount entered field will display the line item that was charged off and the Not assigned field will be reduced.

Select another line to clear and repeat the procedures from page 5-25 to 5-26 until all items have been charged off and the Not assigned amount is zero



The following pages are examples of the full clearing process for multiple line.

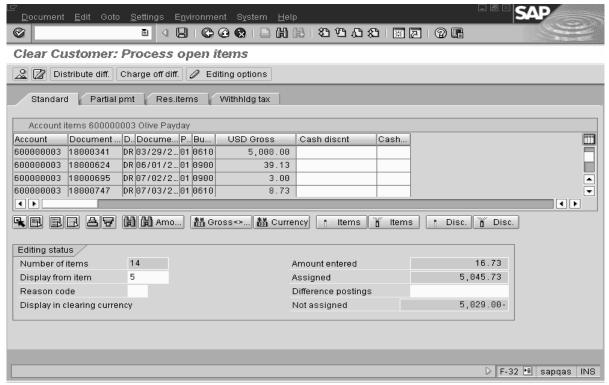


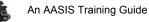


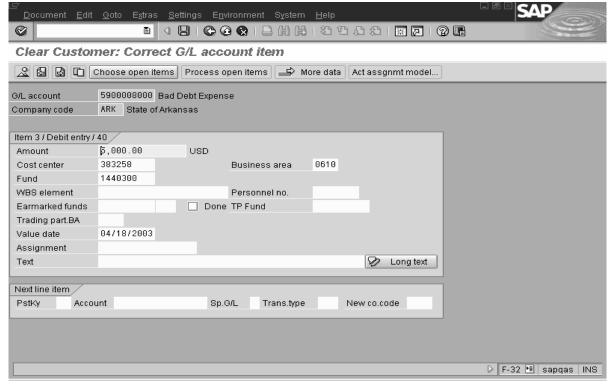
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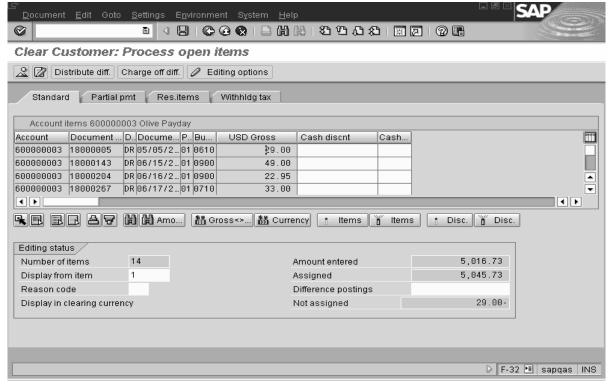




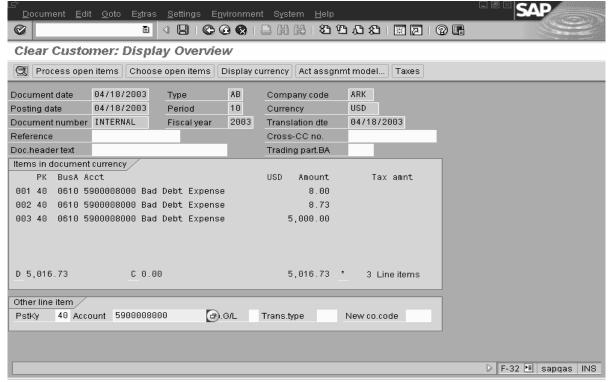


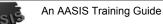


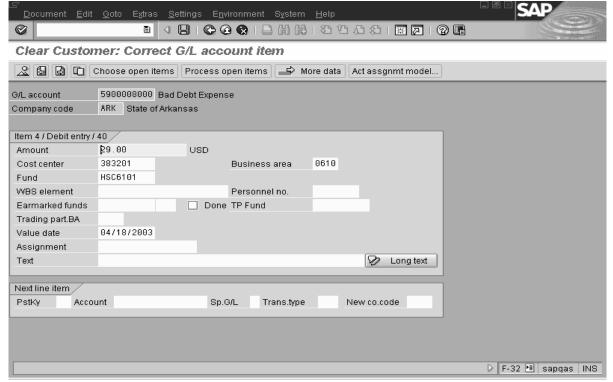


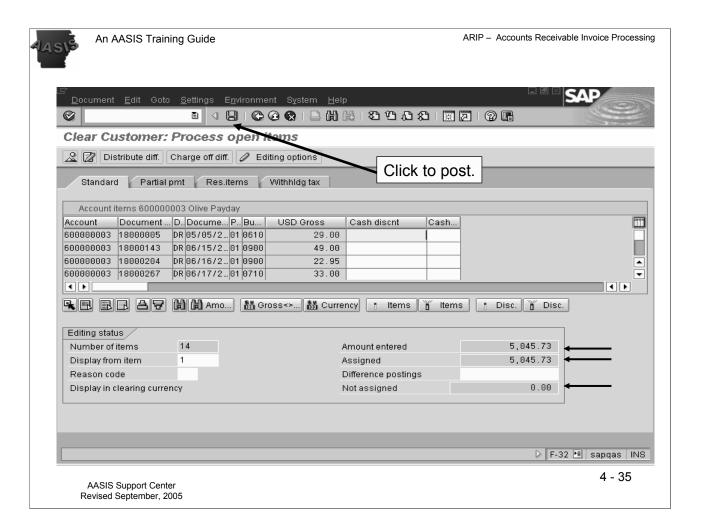






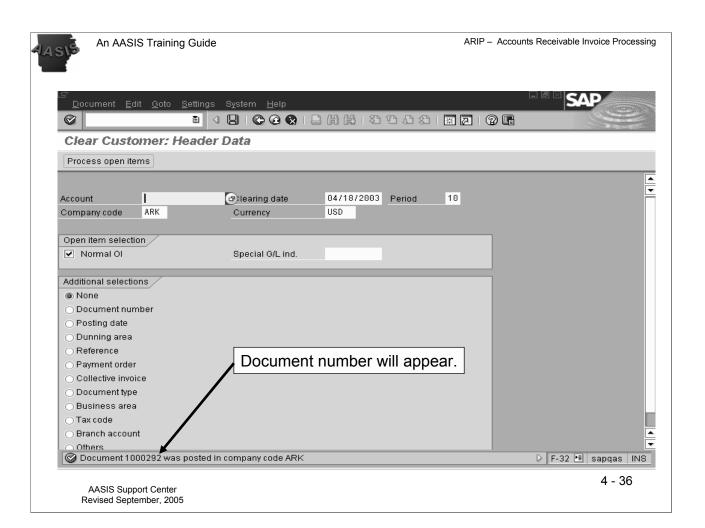






Upon completion of all line items, the "Amount entered" and "Assigned" should be the same and the amount "Not assigned" should be zero.

Click on the Save icon to post the document.



The posted document number will be displayed at the bottom of the screen.